



County of San Diego

DEVELOPER DEPOSIT CUSTOMER SERVICE UNIT

5201 RUFFIN ROAD, SUITE B
SAN DIEGO, CALIFORNIA 92123-1666
Phone: 858-694-2320

E-Mail: DeveloperDeposits_CustomerService@sdcounty.ca.gov
Online Balances: <http://projectbalance.sdcounty.ca.gov>

DEVELOPER DEPOSIT CUSTOMER SERVICE UNIT FREQUENTLY ASKED QUESTIONS

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Q. *What is the Developer Deposits Customer Service Unit?*

- A. The Developer Deposits Customer Service Unit is part of the DPLU Support Services Division, which provides cashiering and KIVA administration services to DPLU, DPW, DEH and Parks & Recreation. The Unit manages the Developer Deposit Trust Fund, which customers place deposits for projects that County staff is reviewing. County employees charge their time in KRONOS (County's timekeeping system) against these deposits, and the departments are reimbursed for staff costs. Customers receive statements which itemize their deposits, charges, and account balances. The total amount that is currently in the Developer Deposit Trust Fund is approximately \$23 million. ([Back to the top](#))

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Q. *Who can I contact if I have questions regarding my developer deposits?*

A. You can call the Developer Deposit Customer Service Line at (858) 694-2320 or send your questions via e-mail to:

DeveloperDeposits_CustomerService@sdcounty.ca.gov

Please include your customer name, customer number, and project reference number with your request. [\(Back to the top\)](#)

Q. *I recently moved, how do I change my mailing address on the developer deposit statements?*

A. Complete and sign the Developer Deposit Customer Change of Address Request Form and submit it to the Developer Deposit Customer Service Unit.

The Change of Address Request Form can be printed from the County of San Diego Department of Planning and Land Use website:

<http://www.sdcounty.ca.gov/dplu/regulatory/DD/developerdeposits.html>

The form is also available at the Kearny Mesa DPLU Office (address listed below). An address change form is also on the back of the statements. [\(Back to the top\)](#)

Q. *I recently sold or transferred an on-going project to another person/company. How do I transfer the project to the new financially responsible person(s)?*

A. The current and new financially responsibility person or entity must complete a Developer Deposit Change of Financial Responsibility Form. The new financial responsible person or entity must also complete a Discretionary Project Application Form (DPLU # 346), and deposit \$500 to open each new Developer Deposit Account.

The Developer Deposit Change of Financial Responsibility Form can be printed from the County of San Diego Department of Planning and Land Use website:

<http://www.sdcounty.ca.gov/dplu/regulatory/DD/developerdeposits.html>

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The form is also available at the Kearny Mesa DPLU Office, 5201 Ruffin Road, Suite B, San Diego, California 92123-1666. ([Back to the top](#))

Q. *How do I know how much money is left on my account?*

- A. A statement is mailed monthly to the financially responsible party of record for each developer deposit that has account activity during the month. The statement itemizes the month's expenditures that are charged against this account. If you need up-to-date balances, please access the project balance website at <http://projectbalance.sdcounty.ca.gov>, call the Developer Deposit Customer Service Hotline at 858-694-2320, or send an e-mail request to:

DeveloperDeposits_CustomerService@sdcounty.ca.gov

Please include your customer name, customer number, reference number, and/or KIVA project number with your request. ([Back to the top](#))

Q. *Can I view my account balances online?*

- A. Yes. Beginning in April 2009, a new website will be available that will let you review your project summary account balances online:

<http://projectbalance.sdcounty.ca.gov>

You will be able to see your summary balances with your laptop or personal computer at the Website by typing in your Customer Number, Reference Number, or KIVA Project Number. First time users should click on the **HELP** link, which will show you how to find your Customer Number, Reference Number and KIVA Project Number on your monthly Developer Deposit statement. These summary balances may be more up-to-date than your last customer statement, because the estimated balances on the website will include charges and deposits entered after the last statement was generated. Please note: Charges and deposits (entered into the timekeeping and accounting systems) take approximately two business days to be processed before they are reflected in the website summary balances. The website will only give summary balances. Details of the individual charges and deposits will be shown on the following customer's statements.

In addition to accessing Developer Deposit project summary balances through this website, a link has been provided to KivaNet. This system allows you to look up public information about land and related permits and licenses issued by different departments within the County's Land Use and Environment Group (LUEG). ([Back to the top](#))

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Q. *How do I request for a refund of the balance of my developer deposit account?*

- A. If the County Project Staff has not already issued a release of the remaining funds in the developer deposit accounts, then Financially Responsible person(s) of record can complete and sign the Refund Request Form, indicating the request for the remaining balance on account, net of all customer's expenditures and deficits. Submit the signed original form to the Developer Deposit Customer Service Unit. Requested refunds will be processed approximately 45 calendar days after the last charge against the account.

The Refund Request Form can be printed from the County of San Diego Department of Planning and Land Use website:

<http://www.sdcounty.ca.gov/dplu/regulatory/DD/developerdeposits.html>

The form is also available at the Kearny Mesa DPLU Office, 5201 Ruffin Road, Suite B, San Diego, California 92123-1666. [\(Back to the top\)](#)

Q. *Why does the refund process take so long?*

- A. DPW and DPLU strive to calculate the estimated cost to review and inspect each project on a case by case basis. After final inspection of a project, the case is referred to the case closure process, which will be processed as soon as possible. After all of the charges (including case closure) are entered onto the staff person's timesheet, the payroll/accounting system takes approximately 45 days to charge the project account. After the 45 days processing time, then a refund is processed. [\(Back to the top\)](#)

Q. *Can I transfer funds from one account to another?*

- A. Yes. Complete and submit a Developer Deposit Funds Transfer Request Form, which is available at the DPLU Kearny Mesa office or on the DPLU website. Since transfers are very time consuming, we request that transfers be \$10,000 or more, unless the transfer is made at the time of refund of another account, payoff a significant deficit, or to close out an account. Please note that all transfers must be approved by the County Project Managers.

<http://www.sdcounty.ca.gov/dplu/regulatory/DD/developerdeposits.html>

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Q. *Where can I pay for my Developer Deposits?*

A. Developer Deposits can be paid by mail or in person at the following location:

Kearny Mesa Office

Address:	5201 Ruffin Road, Suite B, San Diego, CA. 92123-1666
Info Phone #:	858-694-2320 (DD Hotline); (858) 565-5920 (DPLU Info Line)
Hours:	Mon thru Fri: 8:00 am to 4:00 pm; Closed on County Holidays
Permits Processed:	All

Cash, Checks, and Credit Cards (Visa & MasterCard) are accepted for Developer Deposit payments at the Kearny Mesa Office and through the US Mail. Certain other fee types do not accept credit card payments, e.g. Cash Guarantees, Transportation Impact Fees, Fish & Game, Future Improvements. Online payment of Developer Deposits are currently not available, but is being studied for possible implementation in the future. ([Back to the top](#))

Q. *Why don't you accept American Express, Discover, or other type Credit Cards for Developer Deposit payments?*

A. The County of San Diego strives to keep any expenses that we must pass on to the customer as low as possible. Because VISA and MasterCard have the lowest merchant fees at this time, those are the cards we accept. The County will continue to monitor merchant fees in order to ensure we are keeping expenses down. ([Back to the top](#))

Q. *I'm in a hurry...is there a Developer Deposit payment drop off box?*

A. Yes. A Developer Deposit Express payment drop off box is located between the two cashier windows at the Kearny Mesa Office for customers paying by check or credit card only. No need to stand in line. Checks should be made payable to the County of San Diego (please write your account number on your check). Please include the bottom portion of the Developer Deposit statement with your payment. For credit card payments, please complete the credit card payment form on the back of the applicable Developer Deposit statement. Payments that are deposited in the Express Payment Box by 3 pm will be processed on the same business day. For cash customers or non-developer deposit payments, please see the cashier. ([Back to the top](#))